

Service Announcement

February 24, 2016

TO: WaTech Telecommunications Customers
FROM: Eric Talberg
WaTech Telephony Services
SUBJECT: Upgrade of Olympia Campus 2 PBX

Upgrade of PBX Software

The Olympia Campus 2 PBX is being upgraded to a newer version of Avaya processors and operating software. As part of this activity, the call center and ACD agent software is being upgraded. This upgrade will bring the system to a fully supported software release, which will introduce new features and services, and increase system capacities. The upgrade will allow us to provide the latest features and functionality to our customers.

Part of the upgrade process involves Avaya downloading the existing information in the PBX, formatting it to work with the new software version, and uploading it to the new platform.

To insure the integrity of the system software, we are imposing a **one day freeze on order activity**, beginning on March 23. On the date of the freeze, only emergency orders will be performed. All order requests during the freeze period will need to be manually tracked and re-input after the new system software is uploaded.

WHEN:

This change is scheduled to take place on Thursday, March 24, 2016 between 8 p.m. and 12 a.m.

Service may be unavailable for up to one hour during the upgrade process. There may also be short interruptions at sites as software and firmware residing in individual components is updated.

If you experience connectivity issues or need additional assistance after this change, please contact the WaTech Service Desk at 360-753-2454 or 888-241-7597 or servicedesk@watech.wa.gov

WHO IS AFFECTED:

All subscribers to the Olympia Campus PBX II service will be affected at some point during this upgrade as the phone system migration to the new full supported software.

The following customers and sites will be included in this upgrade:

Agency and Locations

ESD- 640 Woodland and Raad Building

WUTC-Evergreen Parkway

DEL- Jefferson Building

DOL-Black Lake, Bristol Court

Administrative Hearings, Bristol Court

DSHS-Capview I and II, Martin Way, Blake, LGC, AAS, Point Plaza East, Various systems connected for CSO IP Agent access

DSHS- Aberdeen CSO and Vancouver OSE and CSO

HCA- Cherry Plaza, Town Square

Commerce Town Square

OSPI-Main building and Annex

LCB-Pacific Ave.

WS Lottery-Headquarters

WDVA-Quince St

WSAC- Evergreen Parkway